

3.1.1 Initial Processing

As shown graphically in the process flowchart in Figure 3-2, the initial processing of requests for CLOMR-Fs and LOMR-Fs shall be handled as discussed below. If a submittal package is sent to FEMA, the PO, Project Engineer, or other FEMA staff member sends the package to the MCC for processing without reviewing the contents of the package.

1. The MCC reviews the package to determine the appropriate request category (e.g., LOMR-F, CLOMR-F), whether FEMA is to be reimbursed for processing the request, and whether the requester has submitted the appropriate application/certification forms package. The MCC then determines if a check, money order, or credit card information sheet to cover the full review and processing fee is included.
2. If a request is not fee-exempt and no check, money order, or payment information sheet is included in the submittal, the MCC contacts the FCSA to determine whether the required payment was submitted directly to the FCSA.
3. If a check, money order, or credit card payment information sheet is included and is appropriate for the type of request submitted, the MCC sends the original check, money order, or information sheet and a copy of the incoming correspondence to the FCSA through the receipt coordinator. Before sending it to the FCSA, the MCC writes the case number on the check, money order, or information sheet. The MCC assigns the FEMA case number (e.g., 00-08-001A) based on the information below.
 - The first two digits ("00" in the example above) represent the fiscal year in which the request is received.
 - The next two digits ("08" in the example above) represent the FEMA Region in which the community is located.
 - The last three digits ("001" in the example above) represent the consecutive request number for that Region during the fiscal year.
 - The letter suffix ("A" in the example above) identifies the process under which the request is to be processed. The suffix letters used are "A" for LOMR-Fs and "C" for CLOMR-Fs.

In the example, the case would be the first received and assigned in Region VIII during FY 2000, and would be processed as a LOMR-F request.

4. The MCC sends a 216-A letter (page C-7) to the requester to acknowledge the request and provide a telephone number for status reports.
5. The MCC creates a case file and logs the request into the LOMC module of the CIS, and includes all information about the request in regular updates.. (The case file will contain dated copies of all case-related information and will be maintained by the MCC throughout the processing of the case.)
6. If the MCC determines that a payment has been submitted incorrectly and has already been deposited into the NFIFRFA, the MCC may select the appropriate paragraph in the 216-D(1) letter (page C-9) if additional information is required or the MCC may prepare a 216-REFUND(1) letter (page C-29). In either case, the MCC sends a copy of the letter and payment information to the FCSA and FEMA coordinator. If the payment was submitted in the form of a money order or cashier's check, the FEMA coordinator then prepares a memorandum to the Office of the Comptroller (REFUND2.MEM, page C-127) to request a refund check, and sends copies of the memorandum to the MCC and FCSA. If the payment was submitted in the form of a check, the FEMA coordinator prepares the same memorandum to the Office of the Comptroller (REFUND2.MEM, page C-127),

but requests that the refund be issued via electronic transfer, using the bank information referenced on the check submitted by the requester. If the payment was submitted via credit card, the FCSA, in close coordination with the MCC, issues the refund via electronic transfer on the data the refund letter is mailed to the requester.

7. If the MCC determines that a payment has been submitted incorrectly and has not already been deposited, the MCC may select the appropriate paragraph in the 216-DF(1) letter (page C-17) if additional information is required or prepare a 216-RETURN(1) letter (page C-33) and mail it to the requester. The MCC distributes copies of the letter and check to FEMA and the FCSA.
8. The FCSA deposits the payment into the NFIFRFA and logs the information into the fee collection portion of the LOMC module of the CIS.
9. The MCC reviews the submittal for completeness, in accordance with the requirements of Part 65 of the NFIP regulations.
10. At the direction of the PO, the MCC may contact the requester by telephone to request additional information. If a written request for information is required, the MCC follows the procedures below.
 - If additional information only is required, the MCC prepares a 216-D(1) letter (page C-9).
 - If both additional information and fees are required, the MCC prepares a 216-DF(1) letter (page C-17).
 - If additional fees only are required, the MCC prepares a 216-FEE (1) letter (page C-25).
11. In response to a request for application/certification forms, data, or fee, a requester may elect to withdraw a request. In such cases, or at any time during the processing of the request, the MCC prepares a 218-65-W letter (page C-73). The MCC then mails the withdrawal letter and distributes copies.
12. The MCC distributes file copies of the letters in accordance with Subsection 3.5.